



New Jersey Office of the Attorney General

Division of Consumer Affairs
Used Car Lemon Law Unit

P.O. Box 45039

Newark, New Jersey 07101

(973) 504-6226

(800)-242-5846

E-Mail: AskConsumerAffairs@lps.state.nj.us

Please be advised that any information you supply on this complaint form may be subject to public disclosure. If an investigation into the matter is conducted, the information is subject to public disclosure only after the completion of the investigation. You are also advised that the completed complaint form is a "government record," which the Used Car Lemon Law Unit may be obligated to provide to anyone making a request pursuant to the Open Public Records Act (OPRA).

COMPLAINT REPORTED BY:

COMPLAINT REPORTED AGAINST:

NAME: _____

ADDRESS: _____

CITY: _____

STATE: _____ ZIP: _____

HOME TELEPHONE NUMBER: _____

WORK TELEPHONE NUMBER: _____

E-MAIL ADDRESS: _____

BUSINESS: _____

ADDRESS: _____

CITY: _____

STATE: _____ ZIP: _____

TELEPHONE NUMBER (1): _____

TELEPHONE NUMBER (2): _____

1. Vehicle Information

Make _____ Model _____ Year _____

Date of Purchase _____ Purchase Price _____

2. a. Is your vehicle normally used for personal, family or household purposes? ☐ Yes ☐ No

b. Is your vehicle normally used for commercial purposes? ☐ Yes ☐ No

3. Vehicle Identification Number (VIN) _____

4. Mileage, on date of purchase: _____ Mileage, at present: _____

5. Does the material defect substantially impair the use, value or safety of the vehicle? ☐ Yes ☐ No

6. Were you advised, in writing, at or prior to the time of purchase that the vehicle was declared a total loss by an insurance company? ☐ Yes ☐ No

7. a. If the vehicle's mileage was more than 60,000 at the time of purchase, did you waive the warranty? ☐ Yes ☐ No

b. Did you sign a waiver form? ☐ Yes ☐ No If "Yes," please provide a copy of the waiver.

8. a. Did the dealer provide you with a written, limited warranty? ☐ Yes ☐ No

b. If "Yes," what is the duration of the warranty? _____

If "Yes," please provide a copy of the warranty.

9. Warranty Company: _____

Street Address: _____ City: _____ State: _____ ZIP: _____

County: _____ Telephone Number (include area code): _____

10. What is the malfunction or material defect you are claiming? _____

11. a. Did you notify the dealer of the problem described in question #10? ☐ Yes ☐ No

b. If "Yes," on what date? _____ What was the mileage at that time? _____

12. Were three (3) or more repair attempts made for the same problem? ☐ Yes ☐ No

13. Do any of the alleged defects still exist? ☐ Yes ☐ No

For each alleged defect:

Description of problem	Date & Mileage of each repair attempt
a.	Date: _____ Mileage _____ 1 st Attempt Date: _____ Mileage _____ 2 nd Attempt Date: _____ Mileage _____ 3 rd Attempt
b.	Date: _____ Mileage _____ 1 st Attempt Date: _____ Mileage _____ 2 nd Attempt Date: _____ Mileage _____ 3 rd Attempt
c.	Date: _____ Mileage _____ 1 st Attempt Date: _____ Mileage _____ 2 nd Attempt Date: _____ Mileage _____ 3 rd Attempt

14. Were all three (3) repair attempts made within the warranty period? ☐ Yes ☐ No

15. Dealer or its agent where the repairs were attempted

Name: _____

Street Address: _____ City: _____ State: _____ ZIP: _____

County: _____ Telephone Number (include area code): _____

16. a. Was the vehicle out of service for a total of 20 or more calendar days, due to repairs? ☐ Yes ☐ No

b. If "Yes," how many days? _____

c. List the dates below:

1. From _____ to _____ number of days _____

2. From _____ to _____ number of days _____

3. From _____ to _____ number of days _____

17. a. Was the vehicle repaired by anyone other than the dealer or its agent? ☐ Yes ☐ No

b. If "Yes," where? _____

18. Financial Information

If you purchased your vehicle without financing, complete section (a).

If you purchased your vehicle with financing, complete section (b).

a. Purchased without financing

Total purchase price \$ _____ Trade in allowance \$ _____

Registration, title and other government fees \$ _____

Total amount paid (excluding sales tax) \$ _____ Sales tax \$ _____

b. Purchased with financing

Name of lienholder: _____

Street Address: _____ City: _____ State: _____ ZIP: _____

Account Number: _____ Telephone Number (include area code): _____

Total purchase price \$ _____ Trade in allowance \$ _____

Down payment (for that portion of the purchase price that is financed) \$ _____

Monthly payment (for that portion of the purchase price that is financed) \$ _____

Total amount of monthly payments made to date (monthly payment X number of payments) \$ _____

Registration, title and other government fees \$ _____

Total amount paid (excluding sales tax) \$ _____ Sales tax \$ _____

19. Please indicate the Office of Administrative Law (OAL) location where you prefer your case to be heard (if necessary):

☐ Atlantic City ☐ Trenton ☐ Newark

20. Have you participated in any previous arbitration for the same problem(s) for which you are seeking relief? ☐ Yes ☐ No

a. If "Yes," what type of arbitration? _____ Date of arbitration _____

b. Did you accept the decision? ☐ Yes ☐ No If "Yes," please explain and give the current status: _____

21. If an attorney is going to represent you, please provide the following information:

Name: _____ Firm Name: _____

Street Address: _____ City: _____ State: _____ ZIP: _____

County: _____ Telephone Number (include area code): _____

I certify that the dealer has not yet given me a refund, and that all statements made in the complaint are true to the best of my knowledge.

I certify that the foregoing statements made by me are true. I am aware that if any of the foregoing statements made by me are willfully false, I am subject to punishment. I authorize the New Jersey Division of Consumer Affairs to send this complaint form to the company or to interested parties and to use the information in any way that is necessary.

Signature

Date

If you have not already done so, please attach copies (do not send originals) of the following:

- Work orders of all three related defects from dealer
- Clear copies of all relevant evidence of repair attempts
 - sales invoice
 - purchase order
 - finance contract (if financed)
 - vehicle registration
 - repair receipts